

**TRANSLIFE, INC. dba. TRANSLIFE AMBULANCE (TRANSLIFE)
AMBULANCE OPERATOR LICENSE APPLICATION
SUPPLEMENTAL DOCUMENTATION REVIEW**

Required Action	EMS Agency Review of Documents
<p><u>Financial Statements:</u> Submit the following financial statements that have been prepared by a Certified Public Accountant (CPA):</p> <ul style="list-style-type: none"> • A cover letter that is signed by the CPA verifying preparation of the submitted financial statements. • A current Balance Sheet for the period January 1, 2014 through May 31, 2014. • A current Profit and Loss Statement for the period January 1, 2014 through May 31, 2014. • Current bank statements for the period March 2014 through May 2014. 	<ul style="list-style-type: none"> • A cover letter signed by "Minas Voskanyan", CPA was received on 06/18/2014, attesting that he prepared the submitted TransLife Financial Documents. • A current Balance Sheet dated May 31, 2014 was received on 06/18/2014. • A "Statement of Income and Retained Earnings for the Five Months Ended May 31, 2014" document was received on 06/19/2014. • Current bank statements for the month of March 2014 through April 2014 were received on 05/19/2014. However, TransLife's bank statements for May 2014 were not submitted. • The above financial documents were forwarded to the Financial Manager on 06/19/2014. Subsequently, the Financial Manager sent the EMS Agency notice that <i>"TransLife is able to demonstrate that it has sufficient current assets to sustain operations as required by County Ordinance."</i>
<p><u>Technically Qualified Management</u> Submit documents that verify that the City of Los Angeles is aware and approves of Peter Blikian's outside employment/ownership of TransLife.</p>	<ul style="list-style-type: none"> • A "Notice of Intention to Engage in Outside Employment" document (dated 06/10/2014) was received on 06/19/2014. The document appears to confirm that the City of Los Angeles has been notified that Mr. Blikian is currently engaged in outside employment. • On 06/17/2014, received an email notification from Rick Larson, TransLife's General Manager, informing the EMS Agency that he has been "laid off" on 06/16/2014 and stated that TransLife, "...does not currently have in place a Manager with the minimum

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	<p>experience requirements required by your organization.” TransLife did not submit updated documentation to reflect this change in their organization/management structure.</p> <ul style="list-style-type: none"> Refer to “Rules and Regulations” section below regarding documentation that was received and which identifies David Molyneux as General Manager for TransLife. This reflects a change in management within the organization; however, a revised organizational chart for TransLife, currently signed affirmations (Adherence to Rules and Regulations) and updated resume/curriculum vitae were not submitted with the supplemental documentation on the established due date.
<p><u>Quality Improvement</u> Submit the following:</p> <ul style="list-style-type: none"> The first quarter trending, tracking and analysis of data for at least one (1) of the identified TransLife indicators. Provide a copy of the most current QI committee meeting agenda, minutes and sign-in roster. Provide a copy of TransLife’s “Non-Indicator Tracking Tool” or any documentation that identifies TransLife’s method of tracking non-indicator issues and unusual occurrences 	<ul style="list-style-type: none"> Received TransLife’s current quality improvement (QI) indicators: Patient Suctioning, Oxygen Administration, Pain Intervention, Vital Signs and Restraint Tool. First quarter trending and tracking for the aforementioned indicators was included. TransLife’s QI Meeting Agenda, Minutes and Sign-in roster for the May 8, 2014 QI Meeting were submitted. Although TransLife submitted documents labelled “Non-Indicator Tracking” (Hospital Wait Time and Pain Scale Reassessment) that included analysis, trending and tracking of data, the required “Non-Indicator Tracking Tool” or any documentation that identifies TransLife’s method of tracking non-indicator issues and unusual occurrences was not submitted.

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<p><u>Rules and Regulations</u></p> <p>Submit a revised corrective action plan (CAP) that provides the specific training course outline to include the specific County policies/protocols that were addressed during the TransLife training to prevent patient pick-ups that warrant referral to the jurisdictional 9-1-1 provider.</p>	<p>On 06/18/2014, received TransLife's revised CAP written by David Molyneux, who has identified himself as TranLife's new General Manager. The CAP attributes the failure to refer calls to the 9-1-1 jurisdictional provider to lack of formal dispatcher and EMT training and states the following:</p> <ul style="list-style-type: none"> • Both the Operations Manager and Lead Dispatcher need to be EMD Certified. L.A. County Reference No. 517, Reference No. 808, and Reference No. 802 need to be posted at dispatch desk and new dispatch book. • In the newly created dispatch book, new forms for Cancelled and Referred Calls (Form D-1), ALS – 9-1-1 Call Upgrade (Form D-2) and STAT – Code 3 Transport (Form D-3) need to be used. • A new call taker form has been developed and will be used. • During normal business hours (0900-1700) a second dispatcher or member of management need to be on dispatch floor (at all times and without other duties). When questionable calls for service come in, both members need to agree as to accepting or transferring of the call. • PCRs will be thoroughly inspected by the Senior Training Officer for errors and a Field Audit Report is completed along with immediate one to one training. • A new Training Division, separate from Operations will be in charge of crew training. This new division will be headed by a Senior Training Officer that will only be responsible for training. • New employees will only be sent to their training assignment after a 4-hour training indoctrination and approval by the General Manager and Senior Training Officer with specific emphasis on DHS policies, procedures, and references.

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	<ul style="list-style-type: none"> • New employees will be required to complete an extensive training program and three month probation period with the General Manager and Training Division evaluating the employees progress prior to assigning the employee with any partner. • All crew members will be required to notify dispatch from the patient's bedside what the patient's chief complaint is. If the patient is a non 9-1-1 patient (ALS patient) the dispatcher will give authorization to transport the patient to the requested destination. • All members are required to sign an acknowledgement form stating they will notify dispatch of the chief complaint. • Dispatch will approve the transport request or notify the jurisdictional • 9-1-1 provider. If 9-1-1 is required, the dispatcher will notify the General Manager and the crew will be advised to provide BLS measures until the Fire Department arrives. • A copy of TransLife's new PCR was submitted along with copies of order invoices for 10,000 forms. • A copy of a "Course Registration Summary" for "Host Adv. EMD" class for Justin Frith and Shane Rosson. • Blank copies of TransLife "EMT Orientation and Training", "Attendant Evaluation" and "Quarterly Employee Performance Evaluation" forms were submitted. • Copies of Prehospital Care Policy Reference No. 808.1 and Reference No. 502 were submitted. • A copy of a "Patient Resolution Guide (PRG)" that included copies of Reference No. 802.1 and Reference No. 517.1.

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	<p>TransLife indicated in their previous CAP submitted on 04/22/2014 that training had been conducted to prevent pick-ups that require referral to the jurisdictional 9-1-1 provider; however, it was vague and non-specific as to the content of the training that was provided to the employees. Therefore, a revised CAP that included the specific training course outline and/or County policies/protocols that were taught to TransLife EMTs and dispatchers was requested by the hearing board.</p> <p>On 06/18/2014 a revised CAP was received that is entirely new and which proposes multiple changes as outlined above. However, it is unclear what has actually been implemented at this time.</p> <p>Further, review of this revised CAP, has identified the following issues:</p> <ul style="list-style-type: none"> On page 4 of TransLife's CAP under "Effective Immediately", it is stated that, <i>"All crew members will be required to notify dispatch from the patient's bedside what the patient's chief complaint is. If the patient is a non 9-1-1 patient (ALS patient) the dispatcher will give authorization to transport the patient to the requested destination."</i> This is unclear as it appears that TransLife is indicating they would transport an ALS patient, however, TransLife is not an authorized advanced life support (ALS) provider in Los Angeles County (County). The CAP is completely different from what was submitted initially and the document does not specify if all of the "recommendations" are currently in place to prevent further Los Angeles County Code (County Code) violations (i.e. new PCR's, new Training forms, new Dispatch Log Book, etc.).

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Unannounced Site Visit to verify CAP implementation	<p>On 06/06/2014, an unannounced site visit at TransLife was conducted by EMS Agency staff to verify if TransLife's CAP had been implemented. An onsite review of PCRs completed that week was performed and review of dispatch logs for the period 05/01/2014 through 05/31/2014 identified additional calls for which PCRs were requested and received on 06/09/2014. Following review of the initial and requested TransLife PCRs, the EMS Agency has identified a total of twenty-one (21) patient transports since TransLife's initial public hearing that met the criteria for an emergency call as specified in the Los Angeles County Prehospital Care Policies, Reference No. 517, Private Provider Agency Transport/Response Guidelines and Reference No. 808, Base Hospital Contact and Transport. Therefore, each of the following calls warranted referral to the jurisdictional 9-1-1 provider as required by the County Code:</p> <ul style="list-style-type: none"> • 05/08/2014 – Run Number: 4128030 • 05/08/2014 – Run Number: 4128033 • 05/09/2014 – Run Number: 4129021 • 05/14/2014 – Run Number: 4134061 • 05/16/2014 – Run Number: 4136053 • 05/17/2014 – Run Number: 4137031 • 05/18/2014 – Run Number: 4138006 • 05/19/2014 – Run Number: 4139003 • 05/21/2014 – Run Number: 4141052 • 05/24/2014 – Run Number: 4144015 • 05/24/2014 – Run Number: 4144015 • 05/29/2014 – Run Number: 4149043 • 06/02/2014 – Run Number: 4153034 • 06/02/2014 – Run Number: 4153053 • 06/03/2014 – Run Number: 4154005 • 06/03/2014 – Run Number: 4154019 • 06/03/2014 – Run Number: 4154039 • 06/04/2014 – Run Number: 4155030 • 06/04/2014 – Run Number: 4155051 • 06/04/2014 – Run Number: 4155059 • 06/05/2014 – Run Number: 4156053

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	Despite previous notification from TransLife that corrective actions had been implemented to prevent further County Code violations, TransLife transported the above patients and failed to notify the 9-1-1 jurisdictional provider
<p><u>TransLife Ambulance Website</u> Submit verification that TransLife has removed all statements indicating that “emergency ambulance transportation” is provided by TransLife from the company website and any other advertising or marketing tools utilized by TransLife.</p>	<p>Received TransLife’s supplemental documentation stating that it included proof that TransLife has removed all statements indicating they are providing emergency ambulance transport from its website and any advertising or marketing tools. However, no proof was included in the submission. Upon review of TransLife’s company website, it was noted that the statement was modified as:</p> <p><i>“Trans Life Ambulance is a family owned and operated company providing non-emergency ambulance transportation throughout the Los Angeles area.”</i></p>